

OUTREACH AND ADVOCATE EXCHANGE

SOUTH CAROLINA ATTORNEY GENERAL'S OFFICE South Carolina Crime Victim Services Division



**Third Quarter
January - March 2019**

Almost Two Years Old!

by Director Burke Fitzpatrick

Crime Victim Services Division

Our division is nearly two years old and we are hitting our stride. For many years the victims of crime provider community thought it would be a smart move for the state government to combine its various victim services agencies into a single department. They (correctly) argued that it would streamline communication between departments and therefore offer better services to victims and those who serve them on the local and state levels. They were right.

But, consolidation alone didn't guarantee success. The question of *where* to place state victim of crime services was pivotal. Fortunately for us, Attorney General Alan Wilson took up the challenge. Beginning in July 2017, he and his staff have welcomed the new victims of crime division and

ensured we had the tools to be successful. But, the two biggest departments in the new division couldn't afford to pause their operations: the departments managing grants and victim compensation. Thanks to sometimes heroic efforts by the Attorney General's finance, human resources and IT sections, we didn't miss a beat (well, we had some heart attack moments but it all worked out).

For a current sense of where we are now I encourage you to read the accompanying articles from our four departments:

- The Department of Crime Victim Compensation
- The Department of Crime Victim Ombudsman

- The Department of Crime Victim Assistance Grants, and
- The Department of Crime Victim Services Training, Provider Certification and Statistical Analysis

In a nutshell, the entire mission of the division is to serve victims of crime and the victims of crime service provider community. Period. We have never lost sight of that mission but we know we can always improve. I welcome your criticisms, observations, suggestions and (especially) encouragement when we are on the right track. Give me a call or come by the office. I'll have a cup of coffee waiting for you.



DID YOU KNOW?

April:

South Carolina Victims' Rights Week
(April 2-4, 2019)
Location: DoubleTree Hilton Hotel-2100 Bush River Road, Columbia, South Carolina, 29210

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The Crime Victim Services Division Welcomes New Employees:

- Patrice Scott-DCVC Processing Services
- Sheila Hoffman-DCVAG Grants Division
- Tara Martin-CVST Training and Certification

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DID YOU KNOW Cont.?**April:**

National Crime Victims' Rights Week
(April 7-13, 2019)

National Sexual Assault Awareness Month

National Child Abuse Prevention Month

May:

National Mental Health Month

National Foster Care Month

June:

National Home Safety Month

National ASK (Asking Saves Kids) Day June 21st

National HIV Testing Day June 27th

Riverbanks Zoo and Botanical Gardens in Columbia, South Carolina

**How Are We Doing at DCVC?****by Deputy Director D. Scott Beard****Department of Crime Victim Compensation (DCVC)**

The DCVC staff is working hard to improve customer service for crime victims in South Carolina and the professionals who serve them.

Claim Processing Times

We are pleased to report DCVC has reduced the number of days to process a claim by 40% over the previous year! We hope you and the victims you serve have seen a quicker turn around for compensation claims.

When an application is received at DCVC it must be reviewed and documented for completeness. We must determine the following: (1) if a claimant is eligible under the law for compensation; (2) if there is some other source of payment for the loss being requested (DCVC is the payer of

last resort); and (3) if the claim is eligible for reimbursement under our financial guidelines. We perform each of these steps for about 8,000 claims each year.

Surveys – “How are we doing?”

Starting in July of 2018, DCVC started sending out surveys to every DCVC claimant asking a number of questions about their satisfaction with our services. Ultimately we are asking: “How are we doing?” Claimants have the opportunity to: (1) grade our services; (2) provide written feedback, and; (3) let us know if they need additional services. If they tell us they need additional services, DCVC’s Quality Assurance Manager Gail Washington calls them to address any concerns and to provide any addi-

tional assistance, referrals or services they may need. So far the responses have been mostly positive and instructive as we learn better ways to assist our claimants through the compensation process.

Your Suggestions are Welcome!

If you have a comment or suggestion about our agency or our services, please contact me directly. My email address is: SBeard@SCAG.gov. The DCVC staff and I appreciate your comments and suggestions and look forward to providing you and crime victims in South Carolina the best customer service possible.

New Resources**by Deputy Director Veronica Swain Kunz****Department of Crime Victim Ombudsman (DCVO)**

Hello to all our partners in the field! Spring is fast approaching and the Ombudsman has run across a number of interesting resources. We hope these come in handy for you!

How Does New York City Police Provide Victim Services?

We received a wonderful online booklet called “[The 101: The NYPD and Victim Assistance](#).” It reads like a list of great ideas that other police-based victim services might consider. Leafing through it, you think “Oh, we already do that” ... “That would never work here” ... “Oh, that’s

an interesting idea!” Take a look! <https://www1.nyc.gov/site/nypd/media/publications/publications-landing.page>

Helping a Victim With Special Needs?

Do you have a victim who has been injured and can no longer perform their job? They may be on Medicaid or Social Security Disability, would really prefer to work, but need job training. Or a victim who wants to work but has an injury, or mental health issue and needs to be evaluated to determine if they meet disability criteria. If someone is being evaluated through SC De-

partment of Disabilities and Special Needs, the wait may be as long as a year! **South Carolina Vocational Rehabilitation** may be the answer for them. Victims who have special needs (including mental health, addictions, emotional disabilities, etc.) should be referred to Voc. Rehab. They have offices all across the state. Visit <https://scvrd.net/offices>

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2019 National Crime Victims' Rights Week (NCVRW)

(excerpts and information from Office for Victims of Crime website <https://ovc.ncjrs.gov>)

Every April, OVC leads communities throughout the country in their annual observances of NCVRW.

This year, OVC will commemorate NCVRW April 7–13. This year's NCVRW theme—**Honoring Our Past. Creating Hope for the Future.**—celebrates the progress made by those before us as we look to a future of crime victim services that is even more inclusive, accessible, and trauma-informed.

This year's NCVRW Resource Guide contains a vibrant array of theme artwork that organizations can incorporate into their own outreach materials.

Sign up for the NCVRW Mailing List to receive by visiting OVC website at <https://ovc.ncjrs.gov>

- Details concerning the National Crime Victims' Service Awards Ceremony, and
- Information about future NCVRW commemorations and nomination periods for the National Crime Victims' Service Awards

New Grant Solicitation System and Staff

by Deputy Director BJ Nelson

Department of Crime Victim Assistance Grants (DCVAG)

In November, the Department of Crime Victim Assistance Grants (DCVAG) went live with our new *AGO Grants*, a grants management system replacing the 20-plus year old legacy system hosted by the Department of Public Safety. It enables all subrecipients to submit Request for Payments, Budget Revisions, and Training Requests directly into the AGO Grants Portal – faster and cheaper than paper submissions! Eligible agencies will also be able to apply for Victims of Crime Act (VOCA), Violence Against Women Act (VAWA) and State Victim Assistance Program (SVAP) grant funds through *AGO Grants* this year.

On March 18, 2019, DCVAG held a workshop to announce the availability of victims of crime grant funds. The workshop provided nonprofit organizations, state agencies and local units of government with information on how to apply for funds, important due dates, and tips for successful grant writing. The application period began March 18, 2019. The deadline for grant proposals is April 30, 2019 at 5:00 PM. A considerable amount of time in the workshop was concentrated on providing detailed instructions on how to apply for these grants, all beginning October 1, 2019. For a webinar or information on the workshop materials, call Bonnie Brooks at 803-734-1424.

DCVAG has a new program coordinator, Ms. Sheila Hoffman, who comes to the department from the Attorney General's IT division. Sheila is taking the technical lead for the *AGO Grants* system and has become quickly immersed (sometimes drowning) in the development of the software. She will continue to be the liaison with our AGO Grants software vendor and the IT division as the system becomes more robust with additional features added over time.

New Beginnings

by Deputy Director Kim Hamm

Department of Crime Victim Services Training, Provider Certification, and Statistical Analysis (CVST)

We are pleased to announce the recent hiring of Tara Martin to the position of Statistician in the Department of Crime Victim Services Training, Provider Certification, and Statistical Analysis. Tara is the first statistician at the Crime Victim Services Division and she is solely focused on research and analysis of victims' issues.

Tara earned her bachelor's degree in psychology from the College of William & Mary in Williamsburg, VA. Tara holds a master's degree from the Department of Criminology and Criminal Justice at the University of South Carolina and she is

currently completing her Ph.D. in the same department. Her doctoral dissertation investigates arrest trends for cases of intimate partner violence since the early 1990s. Outside of the office, she teaches criminal justice courses at USC and spends her free time visiting family in Virginia and watching sitcoms.

In the weeks and months ahead, Tara will be meeting with stakeholders to become further acclimated with the victim service provider and criminal justice system community. She will be tasked with various projects related to statistical analysis as it pertains to victim services. We are

excited to have the statistical analysis function of our office up and running and we are grateful to have Tara on our team!

VSP 2.0

In January 2019, the Department of Crime Victim Services Training (CVST) initiated the implementation of the revised Victim Service Provider (VSP) training requirements, VSP 2.0. These are the first revisions to the program since its inception in 2009.

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Human Trafficking Information

(excerpts from The South Carolina Attorney General's website
<http://www.scag.gov/>)

About Human Trafficking

Human trafficking is often referred to as "modern day slavery," and can be labor trafficking, sex trafficking, or both. Victims vary widely and potentially include citizens, non-citizens, males, females, children, and adults. Trafficking is not something that only happens abroad, and foreign nationals are not the only persons that are trafficked. United States citizens, including South Carolina citizens, are also among those trafficked – and at risk for becoming trafficking victims.

Statistics and data are presently scarce for human trafficking in South Carolina on the state level, due in large part to the underground nature of the crime. With the new South Carolina statute in place, investigators and prosecutors will be better able to bring human trafficking in South Carolina to light, and traffickers to justice. In 2015 the State Grand Jury was given jurisdiction for multi-county human trafficking cases. This allows the expansion of these investigations to follow typical trafficker behaviors, while saving victims from having to re-live trauma because of jurisdictional boundaries.

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New Resources

by Deputy Director Veronica Swain Kunz

Department of Crime Victim Ombudsman (DCVO)

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ANNUAL REPORT: SC Domestic Violence Advisory Committee

The Governor's Domestic Violence Task Force, composed of representatives from more than 65 state and local government and non-government entities, issued 50 recommendations for establishing best practices and for further study to combat domestic violence in South Carolina.

In 2016, the Domestic Violence Reform Act was passed, which increased penalties for repeat offenders, sought to better protect victims of domestic abuse and created the SC Domestic Violence Advisory Committee.

The Advisory Committee's Annual Report has just been released, and provides details on our state's initiatives toward:

- 1) understanding of the causes and incidences of domestic violence;
- 2) changes within the agencies represented on the committee that will prevent domestic violence; and
- 3) advising the Governor and the General Assembly on statutory, policy, and practice changes which will prevent domestic violence.

This Report should be read by all advocates, and can be found at <http://bit.ly/2Fw7l51>

Great Article:

[A Vicious Cycle: Domestic Abuse, Homelessness, Trafficking](https://bit.ly/2XV1UFv) - Here's why "they don't just leave ... "

Need help finding other resources, research, training or advice? Call the Crime Victim Ombudsman at **803-734-0357** or email us at CVO@scag.gov. We are here to serve **YOU!**

DCVC Bill Negotiation Milestone

by Quality Assurance Manager Gail Washington

Department of Crime Victim Compensation (DCVC)

Did you know that DCVC negotiates bills on behalf of claimants when the bill is over our statutory cap of \$15,000? In fact, many claimants' medical bills far exceed DCVC's maximum award amount.

How Does it Work?

DCVC contacts providers with large outstanding bills about entering into negotiation with DCVC on behalf of the claimant. The provider is asked to sign a written agreement to accept some amount under the \$15,000 cap and also to not balance bill the victims. The agreements with providers are not mandatory and are entered into on a case by case basis for eligible claims.

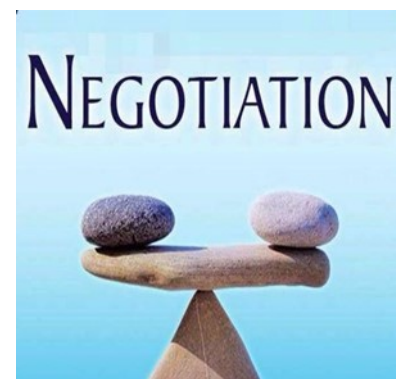
What are the Results?

Between July 2018 and March 2019, DCVC successfully negotiated 82% of bills submitted to selected providers for negotiation.

On March 4, 2019, DCVC reached a milestone of successfully negotiating 100 large crime related bills on behalf of crime victims. More than \$8,496,351 of crime victim related bills were identified and negotiated with DCVC paying \$665,631 to providers with a written condition that providers not "balance bill" the victims for the difference.

The bill negotiation process is a "win-win" for both victims and providers. This mutually

acceptable outcome adjudicates the outstanding claims for providers and satisfies the outstanding debts for crime victims.



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Public awareness and education is also a large component in anti-human trafficking efforts, and the more that is known about this terrible offense, the quicker it can be stopped.

For more information, please visit:

<http://www.polarisproject.org>

<http://www.dhs.gov/blue-campaign>

<http://www.acf.hhs.gov/programs/orr/programs/anti-trafficking>

About the South Carolina Law: South Carolina Code, Sections 16-3-2010 through 2090

In 2012, the South Carolina legislature passed comprehensive new legislation to combat human trafficking in South Carolina. The law became effective on December 15, 2012. South Carolina is now among the states with the highest ranking human trafficking laws in the country. This new statute includes higher penalties than the previous human trafficking statute, criminal liability for business owners engaging in human trafficking, restitution for victims, civil action availability for victims, and asset forfeiture by convicted traffickers. There is also a provision in the statute that the Attorney General chair a task force, along with other essential agencies, dedicated to investigating and addressing the problem of human trafficking.

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Department of Crime Victim Compensation (DCVC)

Community Outreach Services

Law Enforcement and Victim Advocate Outreach Initiative

The purpose of the outreach initiative is to travel the state training and educating law enforcement officers and Law Enforcement Victim Advocates (LEVA's) on the crime victim compensation program, benefits and services as well as providing information regarding how law enforcement officers and LEVA's can work collaboratively with the compensation program to assist crime victims.

The training was approved by the South Carolina Criminal Justice Academy for 1.5 hours of CLEE credit. During the training, officers view two videos endorsed by the International Association of Chiefs of Police and are provided information on the compensation program.

DCVC has completed **11** law enforcement and victim advocate trainings and trained a total of **94** participants in the Second Judicial Circuit.

According to the training summary evaluations, this new outreach initiative has been successful!

During the upcoming Fourth Quarter, the outreach initiative will focus on municipalities and counties in the Third Judicial Circuit.

York County Victim Services Fair

The First Annual Victim Services Fair will be held May 11, 2019 at the Rock Hill Police Department, located at 120 East Black Street, Rock Hill, South Carolina 29730. The Save The Date Flyer will be distributed on April 19, 2019.

So, stay tuned!

The First Annual Victim Services Fair is shaping up to be a huge success for York County Victim Services! So, please mark your calendar and plan to attend!

Community Outreach

The Outreach Coordinator set up a DCVC display during the 32nd Mid-Winter Conference & Expo for the Funeral Directors Association. During this time, the coordinator filtered numerous questions from funeral home directors and staff regarding DCVC's program, services and benefits. Approximately **70** participants visited DCVC's display booth. In addition, **12** funeral homes inquired about DCVC providing training to their staff.

Upcoming Outreach:

- **April 18, 2019** Solicitor's Office Programmatic Site Visit
- **April 23, 2019** 2019 Community Resource Night Sponsored by: Richland Area Vocational Rehabilitation Transition Services-DCVC Display
- **April 25, 2019** Harvest Hope Food Bank-DCVC Display
- **May 14, 2019** South Carolina Morticians Association, Inc.-DCVC Display

South Carolina Department of Education Fall Regional Workshops and DCVC displays noted below:

September 13, 2019

Winthrop University, Rock Hill, South Carolina

September 27, 2019

Greenville Convention Center, Greenville, South Carolina

October 8, 2019 Francis Marion University, Florence South Carolina

October 11, 2019 University of South Carolina, Columbia, South Carolina

November 8, 2019 Charleston Southern University, Charleston, South Carolina



In recognition of National
HIV Testing Day
(June 27th)

Help Stop the Virus
(excerpts and information
from [https://
www.helpstopthevirus.
com\)](https://www.helpstopthevirus.com/))

4 Reasons Why You Should Get Tested

- 1) Today's guidelines say that everyone between the ages of 13 and 64 should get tested for HIV
- 2) In the U.S., for every 7 people who have HIV one person does not know it
- 3) Testing is the only way to know if you have HIV
- 4) No matter what your test results are, you can take steps to help protect your health

Reason To Get Retested

Retesting can help you feel more confident about your health.

For additional information regarding HIV testing and retesting, visit [https://
www.helpstopthevirus.com](https://www.helpstopthevirus.com)



Department of Crime Victim Compensation (DCVC)

Spanish Documents



The Department of Crime Victim Compensation (DCVC) announced in January that the DCVC website www.sova.sc.gov was updated to add Spanish materials for crime victims and victim service providers statewide.

DCVC worked with a vendor to translate publication material from English to Spanish. Once the vendor provided DCVC with drafts of each publication item, they were then verified by a local bi-lingual advocate.

DCVC would like to thank Ms. Alma Sierra, victim advocate with the Georgetown County Sheriff's Office, for graciously donating her personal time to assist with this project.

Below is a list of Spanish publication items that are located on the website under the "For Advocates Tab" at www.sova.sc.gov. There is also an announcement on the home page regarding the documents. When you click the link, it will take you to the "For Advocate Tab".

DCVC Spanish Documents

DCVC Application

Solicitud – compensación
para víctimas de crimen

Compensation Brochure

Fiscalía General - Departamento
de Compensación a Víctimas de
Crimen

Payment and Reimbursement at A Glance

PANORAMA GENERAL DE PAGOS
Y REEMBOLSOS Y FORMULARI-
OS COMPLEMENTARIOS

Employer's Lost Wages Support Report

Informe del empleador –
Pérdida de salario/apoyo

Self Employment Verification of Loss Wages

Verificación de pérdida de salar-
io para empleados autónomos

Mental Health Counselor's Report

Informe del Asesor de salud
mental del DCVC

Additional Counseling Session Form

Formulario de solicitud de se-
siones de asesoramiento adi-
cionales del DCVC

Physician's Disability Report

Informe de Discapacidad del
Médico

Physician's Disability Loss of Support

Informe de Discapacidad/
Pérdida de Apoyo del Médico

Funeral Case Status Form

Formulario de estado de caso
por presentación de factura por
funeral

Memorandum of Understanding

Memorando de entendimiento

Eligibility Criteria

Criterios de elegibilidad del
DCVC

Domestic Violence Poster (Couple)

Domestic Violence Poster (Family)

Domestic Violence Poster (Friend)

Victims' Rights Poster

Derechos Constitucionales de
las Víctimas de Crimen de
Carolina del Sur

Sexual Assault Brochure

Compensatorios para Vícti-
mas de Agresión Sexual

Bullying Brochure

¿Es usted víctima de intimidación?

The Publication Request Form has been updated to incorporate the new Spanish documents. So, if advocates wish to request any of these documents as they do other documents, they may do so on the Publication Request Form and fax to Laura Hutchison's attention at 803-734-1708.



What is the Office of Economic Opportunity (OEO)? (excerpts and information from OEO website)

<http://oeo.sc.gov>

Created by the Community Economic Opportunity Act of 1983, the Office of Economic Opportunity (OEO) is the state's administering agency for the Community Services Block Grant, Low-Income Home Energy Assistance Program, Weatherization Assistance Program and Emergency Solutions Grant. OEO Works in partnership with community action agencies and other non-profit agencies to administer and distribute funds for local initiatives designed to appreciably impact the causes of poverty.

The Office of Economic Opportunity administers funds to Community Action Agencies and other non-profit agencies to eliminate causes of poverty, increase self-sufficiency of individuals and families, prevent homelessness and revitalize communities. These programs work in a variety of ways to improve the lives of the citizens of South Carolina.

For more detailed information please contact The Office of Economic Opportunity at:
803-734-1962 or visit
<http://oeo.sc.gov>

New Beginnings

by Deputy Director Kim Hamm

Department of Crime Victim Services Training, Provider Certification, and Statistical Analysis (CVST)

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All VSPs obtaining basic core training will now receive the standardized VSP 2.0 curriculum, which ensures all advocates, regardless of where they obtain their training, are getting the same core information on certain subject areas while

adding additional options to further specialize training. This provides a more consistent knowledge base for victim service providers from varying disciplines. The VSP 2.0 training requirements are available for review on our website, <http://ovsec.sc.gov/basic.html>.



Samples of DCVC Spanish Brochures

Below are samples of the new DCVC Spanish brochures mentioned on page 6 that have been added to the website at www.sova.sc.gov

DCVC will continue to work with the vendor to translate additional publication material to Spanish. The next set of documents to be translated are:

- Notice To Medical Providers And Debt Collection Agencies (South Carolina Code of Laws Section 16-3-1360 states that a health care provider may not pursue collections for debts owed against a DCVC claimant with a pending DCVC claim.)
- Form Letters

Stay Tuned!

Compensation Brochure:

DCVC

*Fiscalía General - Departamento de
Compensación a Víctimas de Crimen*

Bullying Brochure:

**Fiscalía General
Departamento de Compensación a
Víctimas de Crimen (DCVC)**

¿Es usted víctima de intimidación?



Edgar A. Brown Building
1205 Pendleton Street, Room 401
Columbia, SC 29201
 Teléfono de la oficina principal: 803.734.1900
 Línea exclusiva para víctimas: .800.220.5370

www.sova.sc.gov



**Si es así, puede haber
asesoramiento psicológico
disponible para usted
Departamento de Compensación a
Víctimas de Crimen (DCVC)**

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The task force was directed to develop a state plan addressing human trafficking in South Carolina.

The *South Carolina State Plan to Address Human Trafficking* was released on June 12, 2014, and can be viewed in its entirety under the above heading **Publications on Human Trafficking**.

The task force is currently working on implementation of the plan, and meets quarterly for these purposes. To find out more about the meetings please contact our office.

For the most recent annual report released in January 2019, go to

<http://humantrafficking.scag.gov>

Additional Human Trafficking Contact Information:

Rembert Dennis Building
1000 Assembly Street,
Room 519, Columbia,
South Carolina 29201
Phone: 803-734-3970
Fax: 803-253-6283



Contact Information:

Laura Hutchison
Outreach Coordinator
1205 Pendleton Street
Columbia, SC 29201
Phone: 803.734.0484
Fax: 803.734.1708
lhutchison@scag.gov
www.sova.sc.gov

Department of Crime Victim Compensation (DCVC)

DCVC Training and Events Statewide

Throughout the third quarter the Department of Crime Victim Compensation (DCVC) conducted **14** trainings statewide and trained approximately **190** participants regarding DCVC's program, services and benefits. A full list of DCVC training and events is outlined below.

On March 7, 2019, DCVC coordinated crime victim compensation trainings and displays for the South Carolina Department of Education Fall Regional Workshops. The workshops will begin in September of 2019 and run through November of 2019.

Upcoming Training and Events:

- April 2-4, 2019 - South Carolina Victim's Rights Week. For additional information call 803-750-1200 or visit <http://www.scvan.org>
- April 12, 2019 - DCVC training for One Touch Transformation in Florence, SC
- April 19, 2019 - DCVC training for South Carolina Department of Corrections
- April 23, 2019 - DCVC training for Able South Carolina in Columbia, SC
- May 13, 2019 - DCVC training for Beyond Abuse in Greenwood, SC
- June 25, 2019 - DCVC Basic Core Training for SCCADVASA. For additional information call 803-256-2900 or visit <http://www.sccadvassa.org>
- August 19, 2019 - DCVC training for Whitaker Funeral Home in Newberry, SC
- August 23, 2019 - DCVC training for Goldfinch Funeral Home in Conway, SC
- August 30, 2019 - DCVC training for Crawford Funeral Home in Lancaster, SC
- September 13, 2019 - DCVC training for SC Department of Education Fall Regional Workshops in Rock Hill, SC-Winthrop University
- September 24, 2019 - DCVC Basic Core Training for SCCADVASA. For additional information call 803-256-2900 or visit <http://www.sccadvassa.org>
- September 27, 2019 - DCVC training for SC Department of Education Fall Regional Workshops in Greenville, SC-Greenville Convention Ctr.
- October 8, 2019 - DCVC training for SC Department of Education Fall Regional Workshops in Florence, SC-Francis Marion University
- October 11, 2019 - DCVC training for SC Department of Education Fall Regional Workshops in Columbia, SC-University of South Carolina
- November 8, 2019 - DCVC training for SC Department of Education Fall Regional Workshops in Charleston, SC-Charleston Southern University
- December 10, 2019 - DCVC Basic Core Training for SCCADVASA. For additional information call 803-256-2900 or visit <http://www.sccadvassa.org>

